



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

June 30, 2014

Date Complaint Received: 6/8/14
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Katrina Norton 316 Chestnut Muscatine IA 52761
Complaint: #1. It was reported to the department that a four year old child who was being cared for by Katrina Norton on 6/7/14 was bit by one of Katrina's dogs. It was reported that the caretaker was supervising and did see the incident occur. The child sustained injury to their upper and lower lip and neck. It was learned that there was a different dog that bit a child a few months back and is supposed to be quarantined when children are around however this dog has been seen around children recently.
#2. There were concerns reported to the department that Katrina's husband, Brian may have had contact with the daycare children. Brian is prohibited from residing in the home and being in the home during daycare hours.
Rule Basis: IAC 110.5(1) Conditions in the home are safe, sanitary and free of hazards.
Findings: 6/9/14: Kathy Huinker stopped by unannounced at the Katrina Norton registered child development home located at 316 Chestnut in Muscatine, IA. Becky Kalar (DHS/Scott County Kids) accompanied her on this visit. Upon Katrina answering the door, Kathy explained there was a complaint that they needed to talk about. Katrina let them into her home to complete the visit. Katrina was aware someone would likely be coming due to the recent dog bite incident that occurred on Saturday evening. Katrina's approved substitute along with seven daycare children were present during the visit to the home today. Katrina explained what occurred stating that these two children are not "day care kids" – Katrina agreed to watch the children on Saturday 6/7/14 because she is friends with the parent of the children. Katrina agreed to watch the kids, but informed the parent she was having a garage sale and that Katrina's teenage girls would be home as well and they would assist in the care of the children. The parent was fine with that arrangement per Katrina. The children: K(age8) and S (age 4) arrived at Katrina's around noon on Saturday. K helped Katrina's kids with the cupcake/lemonade stand and S just played outside. At about 2:00 p.m. Katrina sent K and S inside with her daughter and they played, watched TV, etc... Katrina did have two day care children present during the day and her daughter Zara who is an approved substitute was also present. C (age 8) and J (age 12) started in Katrina's day care approximately three weeks ago. Their schedule is rather sporadic and usually includes 2-3 days a week and some weekends. C and J left between 6:30 and 6:45 p.m. Saturday night. Katrina texted her husband Brian at approximately 6:45 p.m. Saturday night after C and J left and informed him that the day care kids were gone. The parent had told Katrina that she was ok if Brian was there – the parent knows he's not supposed to be around day care kids, but since they were not considered "day care", they were ok with it. Katrina agreed to watch the children as a friend – no money was received. Brian got there and a short while later Brian and Katrina left as they were going to go out to eat at Apple Bees.
Katrina's son (age 17) called Katrina at 7:51 pm and said they need to come home as S got bit by dog. Katrina's son called again 2 minutes later and asked Katrina if they should take S to the ER – Katrina stated they would be there within minutes so to wait. Katrina got home – S was in the kitchen with Katrina's son and had a towel on their mouth. Brian took a picture of the injury, they put an ice pack on it, and they proceeded to load S up to go to the ER. While en route, Katrina contacted S's mother to inform her of the incident. Katrina reported that S's

mom was getting ready to run a 5K and hadn't started, but that the mother ran the race first and then attended to her child. Since S's mom was not at the hospital waiting for S, Katrina stayed with him and when Animal Control was contacted, Brian talked to Officer J. Conard. S received a couple of stitches on their lip where the dog bit S. Animal Control agreed to an in house quarantine from 6/7/14-6/22/14 followed by a statement from the veterinarian. The dog that bit S was Buddy, a lab/beagle mix. Kathy Huinker viewed Buddy's pet records – rabies due 9/3/14, last annual exam 9/3/13. DHLPP, Parvovirus, Coronavirus, Lepto, Rabies, Heartworm Occult, Hazardous waste control fee all 9/3/13.

Other dogs in the home include:

Chewy (Chocolate lab) – annual exam was 7/1/13, rabies due 6/10/2014.

Dopey – mixed breed – rabies due 6/2/14, last exam 9/3/13

Sheba – mixed breed – last exam 9/3/13, rabies due 9/14.

2 cats:

JJ- exam 9/4/13, rabies due 9/4/14

Leah- exam 9/4/13, rabies due 9/4/14.

Katrina made a copy of the complaint from the police department for DHS records. Kathy Huinker asked Katrina if any there have been any other incidents of dog bites within the home.

Katrina stated that Chewy nipped J (3 year old) back on 1/8/14. J had been poking at Chewy constantly and Katrina asked J to leave the dog alone – J kept poking at him. Katrina thinks she told J at least 4 times to stop – eventually Chewy turned and nipped at J's face. J had a spot on forehead and by his eye. Katrina called J's mother and the mother took the child to the doctor. A few hours later, J's mother brought the child back to Katrina's for day care – no stitches, glue etc... just a Bandaid. Animal Control was contacted – Katrina self-reported this incident to Becky Kalar and Becky contacted Chad Reckling. Katrina reports that Chewy was also under a home quarantine for two weeks. Katrina signed a paper that Chad Reckling had sent her saying Chewy wouldn't be around day care children. Katrina made a copy of this agreement for Kathy Huinker (was effective 1/8/14). Katrina stated that Chewy has had no contact with day care children since the January incident. Katrina states that Chewy is either kenneled or outside. Katrina's substitute confirmed that they are often there early in the morning since they work there and they may see Chewy for a few minutes, but generally the dog is put up or outside about 15 minutes before day care children arrive. Katrina denies noting any aggressive behaviors between the dogs ever. They all play well and get along well. If they ever get too excited, Katrina reports that she just separates them. Dopey and Sheba are generally not around kids – not due to concerns but because they prefer not to be around children.

Today Chewy is outside on a chain – day care children still can't play in the outdoor yard due to hazards so they do not have any access to the dog. Buddy is currently confined upstairs and Sheba is also upstairs. Dopey is upstairs because she just doesn't like being around the children. This worker went upstairs and viewed Buddy who was in one of the bedrooms with the door closed. Katrina opened the door and allowed us to view Buddy and take his picture. This worker also viewed Sheba and Dopey upstairs in a different room but did not photograph them.

Katrina explained that according to her son what happened on Saturday evening was that Buddy was trying to

jump on the couch – had his front paws on the couch. S had hold of his back legs and was pushing him up to the couch. Buddy must have turned quickly from not liking this and bit S. Jonathon reported that he saw S was bleeding, so he took S out of the living room and into the kitchen so the other children wouldn't have to see the injury.

Kathy Huinker discussed Brian's presence in the day care. Katrina stated that Brian is not in the house when day care children are present. He will sit outside occasionally at the end of the day in his vehicle and will not go in until he hears from Katrina that the last child has left. Katrina reports that he absolutely doesn't step foot in the home when day care kids are present – Katrina's substitute confirmed they have not seen him while day care children are present.

Katrina met 100% compliance in November 2013 and therefore a full check was not completed today.

Katrina signed the following safety plan with the Department of Human Services:

"I agree to follow the "Agreement to Voluntary Animal Confinement" dated 6/7/14 (ICR# 14-023884) agreed upon with Officer Jeff Conrad of Muscatine Police Department and Animal Control. This includes keeping Buddy (lab/beagle) under strict confinement for 14 days (June 7-22, 2014). I agree to taking Buddy to a licensed veterinarian after the 14 days to ensure he is "alive and free from the symptoms of rabies. Exam must be on form provided by Officer Conrad. I agree to keep Buddy away from all children during daycare hours. DHS representative Chad Reckling will follow up with Katrina Norton to discuss what will be needed regarding containing Buddy once the quarantine is over."

6/10/14 Chad Reckling contacted a parent who stated that they have observed Brian there around other daycare children on at least 5 occasions. This parent stated that they have observed Buddy, Chewy and other dogs of Katrina roaming freely around the home while daycare children have been present within the last 6 months.

Chad Reckling spoke with a daycare parent of Katrina's who stated that they have not observed Brian around any daycare children when they have been in the home. They did indicate that they have seen two dogs in the home around daycare children but could not identify which two they were.

Chad Reckling left voicemail for one daycare of Katrina's to call regarding daycare complaint allegations.

Chad Reckling spoke with daycare parent of Katrina's who stated that they have observed Brian outside of the house in his car and has seen him leaving the daycare home when she was dropping off her child. This parent could not say whether daycare children were present in the home on this occasion. This parent has observed Buddy and Dopey present in the home around daycare children when they have been there.

Chad Reckling spoke with a daycare parent of Katrina's who stated that they have not observed Brian in the home around daycare children but has observed Dopey and a white dog of Katrina's present around daycare children in the home.

Chad Reckling spoke with a daycare parent of Katrina's who stated that they have never observed Brian present around daycare children and that they have seen an older dog of Katrina's present around daycare children but could not identify which one it was.

Chad Reckling spoke with a daycare parent of Katrina's who stated that they have never observed Brian present around daycare children but have seen a light brown dog and one cat present when daycare children have been in the home.

Chad Reckling left voicemail for daycare parent of Katrina's to contact them regarding daycare complaint

allegations however have not received return message from this parent.

Chad Reckling spoke with daycare parent of Katrina's who stated that they have never observed Brian present around daycare children and have never observed Katrina's dogs around the daycare children in the home.

Chad Reckling spoke with individual who stated that they have never observed Brian or Katrina's dogs around the home when daycare children have been present. This person stated that they have seen Chewy penned up in the back or outside, inaccessible to daycare children.

Chad Reckling went to the daycare home of Katrina Norton. This worker observed 9 daycare children present along with some of Katrina's own school-aged children and Katrina's approved substitute/assistants. This worker had Katrina sign revised safety plan:

"I agree that during daycare hours or when daycare children are present in the home that all animals/pets shall be confined to locked kennels or at inaccessible locations to children."

This worker observed/verified locations of animals. Three dogs were present in two upstairs bedrooms and one dog was in a locked kennel in the room located in back of the kitchen. This worker clarified that this kennel was an acceptable location since it was locked and in an inaccessible area to children. This worker did observe one cat upstairs in the home and one cat outside of the front door of the house. Katrina did have a conversation with this worker that she was awaiting an appeal order to come back regarding Brian's presence in the home. This worker did not observe Brian present in the home during today's visit. This worker clarified that Katrina would need to contact this worker prior to having Brian return to the home if the order were to be in her favor as all appeal options have not been exhausted at this point in the appeal process.

Complaint #1: There is not a preponderance of evidence to suggest that any regulatory rules were being followed. This incident occurred after daycare children had left the home and this caretaking was a voluntary agreement between the provider and the parent of the children. The provider acted in the manner in which a reasonable adult would during this situation and have since followed all safety plans regarding the animals in question.

Complaint #2: There is not a preponderance of evidence to suggest that Brian has been present when other daycare children have been in the home. Responses from several daycare parents state that they have not observed him to be present. These daycare parents come at a wide variety of times for drop off and pick up of their children from Katrina's home.

Resolution: Katrina signed voluntary safety plan on 6/10/14:

"I agree that during daycare hours or when daycare children are present in the home that all animals/pets shall be confined to locked kennels or at inaccessible locations to children."

Katrina also will take Buddy to the veterinarian at the end of his quarantine period to be examined for rabies and a copy of that exam will be provided to the department of human services.

Katrina's safety plan dated December 19, 2012 stating: **"Brian Norton will not be at my child development home at any time and will not be allowed around children."** remains in full effect.

The Department of Human Services will conduct random safety visits to the home in order to insure that the current safety plan is being adhered to.

If you have any questions regarding this matter feel free to contact me at (319) 208-5521 or creckli@dhs.state.ia.us.

Sincerely,

Chad Reckling, Social Worker II
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